

## **Child Development Watch Primary Care Provider Outreach Pilot Statewide Survey Data**

**Fall 2016**

### **62 Responses in Total**

#### **Q1- Do you currently refer children to CDW?**

- 95.2% Yes
- 4.8% No

#### **Q2- When you have a child who may qualify for EI services do you?**

- 30.65% Watch and re-evaluate the child in a few months
- 27.42% Refer them to an outside agency for a specific evaluation and plan of care/intervention
- 91.94% Refer them to CDW

#### **Q3- How would you describe your level of knowledge about the following CDW processes? (Excellent, Very Good, Good, Fair, Poor)**

*Highest score detailed below*

- Eligibility Criteria- “Very Good”
- Referral Process- “Very Good”
- Assessment Process- “Very Good”
- Multi-Disciplinary Assessment documents sent to your office- “Very Good”
- CDW Physician Medical Assessment Summary- “Very Good”
- Intervention (therapy) and community service options- “Very Good”
- Initiating and managing therapy services- “Very Good”
- Transition at 3 years of age- “Very Good”

#### **Q4- In terms of CDW practices, rate your satisfaction with the following:**

- Ease of referring to CDW- “Excellent”
- Timely receipt of assessment and coordination documents- “Excellent”
- Communication with CDW Family Service Coordinator- “Good”
- Communication with CDW Physician- “Good”
- Courtesy of CDW staff- “Very Good”

#### **Q5- Your overall satisfaction with CDW is:**

- Excellent- 35.48%
- Very Good- 38.71%
- Good- 19.35%
- Fair- 6.45%
- Poor- 0.00%

#### **Q6- What topics would you most like to learn about or discuss surrounding CDW and EI?**

Qualitative data trended and associated themes found (# of responses):

- **CDW Process/Evaluation details**; process once referral is received, availability of assessments, process flow, evaluation tools used (15)
- **Eligibility Criteria and Requested Provider Education**; what criteria is used, what developmental indicators trigger evaluation (9)
- **Communication/Receipt of MDA documents**; receipt of medical summary, updated on patient progress, communication about results (8)
- **Referral**; what to put on a referral form, what information is needed (6)
- **Services offered/available**; (6)
- **Autism**; completing evaluations, screening (5)
- **Language evaluation for ESL families**; (3)
- **Behavioral Therapy**; supports, evaluation, therapy availability (3)
- **Neonatal Abstinence Syndrome**; who and when to make a referral, what drugs are highest risks (1)
- **All Topics** (1)
- **N/A**; n/a, not sure, ? (11)
- **No education needed**; (2)

**Q7- What is the best way to provide CDW information, education and updates to you?**

- Email- 79.03%
- US Mail- 40.32%
- Face to Face- 24.19%

**Q8- How can we improve our services to you and the families and children served by EI?**

- **Communication**; medical reports sent, teaming, collaboration, feedback, better way for PCP to monitor child's progress (14)
- **Timely Evaluations** (7)
- **Increase access**; timely appointments, give appointment on first call, need for more speech therapists, see the child referred, long wait times for appointments (6)
- **Pleased with Service**; no additions (4)
- **Program Education & Brochure Request**; in-service, information, brochures, information about CDW services, (3)
- **Better Referral Process**; online, with Epic (2)
- **Behavioral Therapy/Sensory Integration Program** (1)
- **Skipped the Question/No response** (27)

**Q9- In what county does your practice currently reside in?**

- New Castle- 64.52%
- Kent- 24.19%
- Sussex- 16.13%

**Q10- Do you or your current practice currently provide Medical Home services? (you do not have to be accredited)**

- Yes- 59.68%
- No- 40.32%

**Q11- CDW would like to align best practices with Delaware's Primary Care CDW would like to align best practices with Delaware's PCPs.** Please include your name below so that we may best capture the needs of your practice. (optional)

- The answers to this question are not reported for privacy purposes